

Conditions for handlers of GA/BA flights



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Eindhoven Airport 

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Introduction

Since 1 October 2016, PPR regulations drawn up by Eindhoven Airport applied to general and business aviation (GA/BA) at the airport, in which slot capacity was withheld by Eindhoven Airport for the GA/BA sector by way of derogation from the procedure prescribed by the Slot Regulation. In 2023, the State and ACNL decided to strictly apply the Slot Regulation and instruct Eindhoven Airport to work towards the discontinuation of the PPR regulations through a phase-out scheme. In consultation with ACNL, Eindhoven Airport drew up transitional regulations whereby the PPR regulations will continue in modified form until 1 January 2026. The PPR regulations will end as of 1 January 2026, after which no more slots will be reserved for GA/BA.

Under the Airport ground handling regulations, at any airport in the Netherlands open to civil aviation with an annual traffic volume of at least 2 million passenger movements, users may provide self-handling services or third parties may provide ground handling services. Since 2010, Eindhoven Airport has been handling more than 2 million passenger movements a year.

Since 1 April 2021, Eindhoven Airport has already been operating with conditions for handlers of commercial flights (**Appendix 1**). Besides these specific conditions, the following ([general conditions](#)) also apply to users that provide self-handling services and to suppliers of ground handling services for GA/BA users at Eindhoven Airport (hereinafter also referred to jointly as: "handlers" or "ground handlers"):

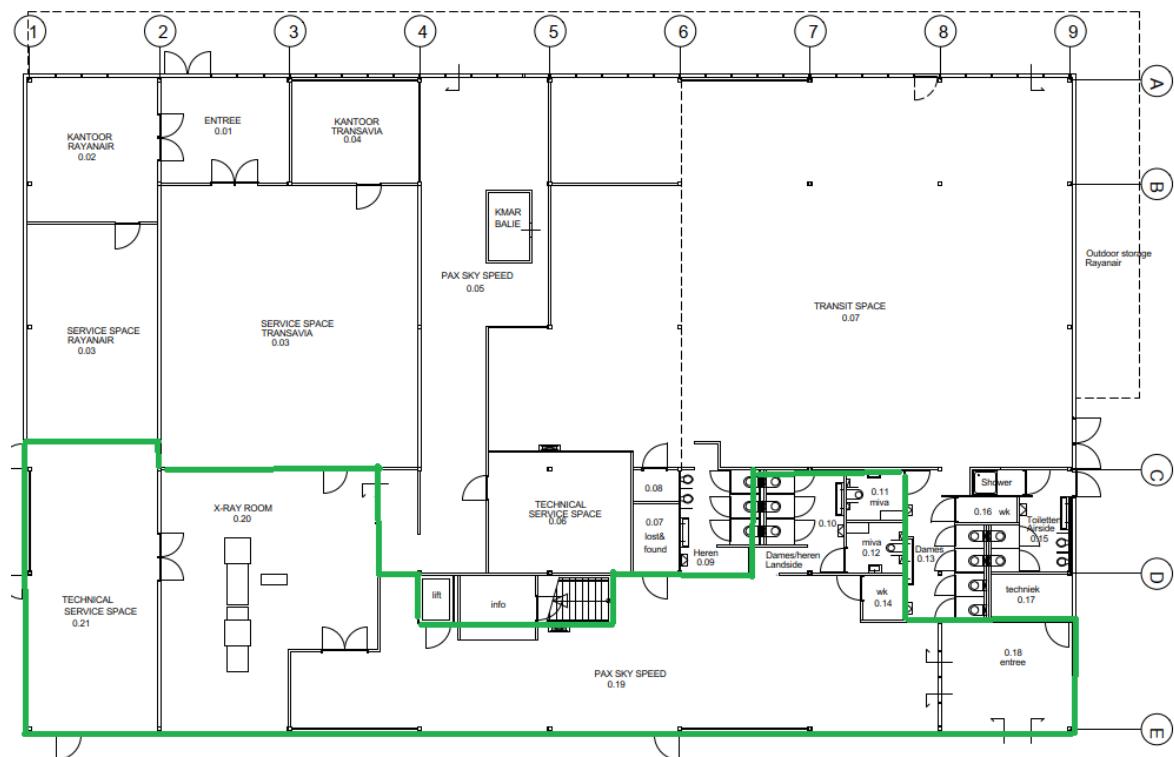
- Airport Regulations of Eindhoven Airport
- Eindhoven Airport General Use Conditions
- General Environmental Conditions of Eindhoven Airport
- Safety & Security Manual
- Eindhoven Airport Access Policy
- General Parking Conditions
- General IT Conditions of Eindhoven Airport
- House Rules of Eindhoven Airport
- HSE Standard for maintenance work and construction projects
- Supplier Code
- Responsible Business Policy
- Operations Manual

In addition to the aforementioned (general) conditions, this document contains the specific and additional conditions for GA/BA handlers.

Aviation Center

To be given access to the airport under Article 16(1) of the Ground Handling Regulations, handlers of GA/BA users at Eindhoven Airport must comply with all the conditions described in the conditions for handlers of commercial flights, the general conditions as mentioned in chapter 1 and the additional conditions described in these conditions for GA/BA handlers.

Passenger and baggage handling for GA/BA users must take place exclusively through the designated Aviation Center. Handlers have free access to the area (ground floor) of the Aviation Center shaded green below only to the extent that such access is necessary for the performance of their services:





Operational conditions

GA/BA users of Eindhoven Airport must have a slot under the Slot Regulation. For more information, see: [General Aviation | ACNL](#) and [Eindhoven Airport | ACNL](#).

Article 6 Slot Regulation establishes the coordination parameters for Eindhoven Airport. For more information, see: [Declared Airport Capacity | ACNL](#). All established coordination parameters must also apply as conditions for handlers at Eindhoven Airport.

Safety & Security

Under Article 17(1) Airport ground handling regulations, handlers are required to comply with all the applicable statutory regulations and requirements. Eindhoven Airport retains the right to deny access to the airport facilities to present handlers or not to admit new handlers upon observation of non-compliance with laws or regulations.

Regulation (EU) 2025/20 supplements Regulation (EU) 2018/1139 with requirements for the safe provision of ground handling services and for organisations providing them. The measures contained in this regulation aim to improve and promote the safety of ground handling services and a safety culture within the organisations of handlers. Under this regulation, handlers must assume full responsibility for the safe provision of services, their activities and the management of the operational risks of their activities, while GA/BA users remain responsible for aircraft and flight safety and Eindhoven Airport remains responsible for the safe operation of the airport site.

Handlers are obliged to provide Eindhoven Airport with the statement demonstrating that they have the capabilities and resources to discharge the responsibilities associated with the services that meet the essential requirements by complying with the conditions and procedures mentioned in Article 4 Regulation (EU) 2025/20.

Regulation (EU) 1254/2009 contains criteria for derogating from the common basic standards on civil aviation security and for adopting alternative security measures. To ensure an appropriate level of protection, a risk assessment has been approved by the Dutch competent authority Human Environment and Transport Inspectorate (ILT) for a Demarcated Area ('DAR') at the airport to be used only by GA/BA users.

The Demarcated Area is indicated by "DEMARCATED AREA" signs and STOP SECURITY line. Persons and vehicles moving from SRA-CP (Security Restricted Area - Critical Part) to DAR (or vice versa) must be accompanied by security personnel at all times.



Performing marshalling (services) is reserved for Eindhoven Airport and is regulated and outsourced.

Additional local conditions

In addition to European regulations, organisations at Eindhoven Airport are subject to specific conditions and operational requirements. These additional conditions are set out below and apply to all handlers of GA/BA users of Eindhoven Airport.

- **Consumables**

The following operating and consumable items must be used correctly, left usable and any malfunctions reported in accordance with procedures:

- Banklining
- Cones
- Blocks
- Absorbents
- Fire-extinguishing equipment
- FOD bins

- **Escorting passengers and crew**

The escorting of passengers and crew during boarding and disembarkation must be carried out safely, controlled and in accordance with the applicable procedures at all times.

The boarding and disembarkation process must be supervised by one supervisor who is demonstrably familiar with the applicable regulations as laid down in Eindhoven Airport's Safety & Security Manual.

The supervisor must have a valid airport identity card with appropriate access rights. The handler is responsible for ensuring a safe walkway between the aircraft and the building or vehicle, including monitoring passenger and crew behaviour and compliance with ramp procedures.

- **Incident procedure (reporting of occurrences and incidents)**

All organisations involved at Eindhoven Airport are obliged to report unsafe situations, deviations and incidents immediately. Any employee who observes an incident, potentially dangerous situation, accident, near-miss or violation of safety procedures shall immediately report it to the Airport Operations Manager (AOM) at 040-29 19 823.